

Message: RE: Trouble accessing new A2A database

✉ **RE: Trouble accessing new A2A database**

From Carrie Hoelscher **Date** Monday, February 27, 2017 11:47 AM
To Kraft, Emily
Cc
Journal Recipients Emily.kraft@oa.mo.gov

 **image001.jpg** (48 Kb HTML)

Emily,

I don't believe there's anything more for you to investigate at this time in regard to the issues listed below for George and Amanda. I talked to him on the phone and discovered that they're unable to see their clients because they haven't entered any into the new database. They misunderstood that they needed to re-enter client intake forms for existing clients onto the new database and thought they were all transferred over.

Also, he's not sure how his name ended up on Amanda's account, but I've changed it back to Amanda's name. He did say that he created an employee account for himself, thinking he needed to, but I don't see an employee account for him that is separate from Amanda's, so thinking that may be how Amanda's name got changed to his??? Anyway, I think he's squared away now.

Have a great day,
 Carrie

From: Carrie Hoelscher [mailto:carrie@allianceforlifemissouri.com]
Sent: Monday, February 27, 2017 8:51 AM
To: Emily Kraft (Emily.kraft@oa.mo.gov)
Subject: FW: Trouble accessing new A2A database

Good Morning Emily,

I received the below email from George Heib at Free Women's Center regarding his recent difficulty logging in to the database. He is now able to log in, but is having issues changing information on birthing outcomes and being able to see the client drop down menu.

Thank you for your continued help!
 Carrie

From: George Heib [mailto:director@freewomenscenter.com]
Sent: Thursday, February 23, 2017 3:24 PM
To: 'Carrie Hoelscher' <carrie@allianceforlifemissouri.com>; 'Amanda Boberg' <a2a@freewomenscenter.com>
Subject: RE: Trouble accessing new A2A database

Yep. I got in and attempted to input a birthing outcome, but could not change anything. The client list did not come up on the drop down box.

From: Carrie Hoelscher [mailto:carrie@allianceforlifemissouri.com]
Sent: Thursday, February 23, 2017 2:04 PM
To: Amanda Boberg; George Heib
Subject: FW: Trouble accessing new A2A database

Hi Amanda and George,

Please see Emily's reply below in regard to the issues you've been having.

Amanda, have you not ever had full access to the database? I thought you had. If not, you should have full access now. If you have had full access prior to this issue, will you please let me know that?

George, sit tight, they're still trying to figure you out! :) Hopefully they'll have you in the database sooner rather than later!

Carrie

From: Kraft, Emily [mailto:Emily.Kraft@oa.mo.gov]
Sent: Thursday, February 23, 2017 12:30 PM
To: 'Carrie Hoelscher' <carrie@allianceforlifemissouri.com>
Subject: RE: Trouble accessing new A2A database

Hi Carrie - It appears that Amanda's account was never changed from "Inactive" to "Active." I have switched this in the system, so have her try logging in again to see if that addresses the issue. Also, her account is tied to a2a@freewomenscenter.com, so make sure that's the email she's using. If it still doesn't allow her to log in, let me know and I can report back to ITSD on that. George's account is currently already active, so ITSD is still looking into that one.

From: Carrie Hoelscher [mailto:carrie@allianceforlifemissouri.com]
Sent: Thursday, February 23, 2017 10:11 AM
To: Kraft, Emily
Subject: RE: Trouble accessing new A2A database

Yes

From: Kraft, Emily [mailto:Emily.Kraft@oa.mo.gov]

Sent: Thursday, February 23, 2017 9:39 AM
To: 'Carrie Hoelscher' <carrie@allianceforlifemissouri.com>
Subject: RE: Trouble accessing new A2A database

So they've been able to access the system successfully before?

From: Carrie Hoelscher [<mailto:carrie@allianceforlifemissouri.com>]
Sent: Thursday, February 23, 2017 9:35 AM
To: Kraft, Emily
Subject: FW: Trouble accessing new A2A database

Hi Emily,

Amanda Boberg and George Heib at Free Women's Center are having trouble logging in to the new database. They've tried all the right things, and they aren't typically the people that have difficulty with IT stuff. They've completely exited out of their browser, they're using Internet Explorer, they've double checked usernames, passwords and even the database link and are still receiving the below error message. They're concerned about getting the monthly client forms in to you on time. Any words of wisdom you can offer?

Thanks!
Carrie

From: Amanda Boberg [<mailto:a2a@freewomenscenter.com>]
Sent: Tuesday, February 21, 2017 11:08 AM
To: Carrie Hoelscher (AFL) <carrie@allianceforlifemissouri.com>
Cc: George Heib (Executive Director) <director@freewomenscenter.com>
Subject: Trouble accessing new A2A database

Carrie,
Every time I try to log into the system, I get this. I have three initial assessments to enter in the data base.



cid:image001.jpg@01D290DE.D5074A90

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